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CC Docket No. 03-123

ANNUAL LOG SUMMARY OF CONSUMER COMPLAINTS CONCERNING TRS

June 1, 2005 – May 31, 2006

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COMMONWEALTH of VIRGINIA

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June 23, 2006

Section 56-484.5 of the *Code* of Virginia designates the Virginia Department for the Deaf and Hard of Hearing (VDDHH) as the oversight agency for telecommunications relay services within our Commonwealth. With technical assistance from the Virginia State Corporation Commission, VA Relay operates the nation's twelfth busiest relay center.

On behalf of VDDHH, VA Relay, and the VA Relay Advisory Council, I am pleased to submit the following Annual Log Summary of Consumer Complaints Concerning TRS for the period June 1, 2005 through May 31, 2006. We are pleased to report that only 3 percent of total consumer inquiries were identified as complaints, a slight increase over the previous reporting period. However, of the 15 complaints received, only 2 were related to FCC minimum standards, a significant improvement over the previous reporting period. In addition, 168 service commendations were received from consumers during the same reporting period.

The current log also includes consumer feedback for enhanced Voice Carry Over relay services for this same period. CapTelTM has been an on-going part of VA Relay since April 1, 2004. For the current reporting period a total of 35 complaints were received. Of this amount, 5 were related to FCC minimum standards, a slight improvement over the previous reporting period. Because these services are provided under contract with a different provider, all consumer complaint data on CapTel is presented in a separate section of our Log.

Thank you for the opportunity to forward this summary of consumer feedback, and we hope you find it beneficial. All questions concerning this submission should be directed to the VDDHH Relay and Outreach Manager, Clayton E. Bowen, clayton.bowen@vddhh.virginia.gov. You may also reach him at 1-800-552-7917, voice/TTY.

Sincerely,

Ronald L. Lanier

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Virginia Relay 🛂

CC Docket No. 03-123

ANNUAL LOG SUMMARY OF CONSUMER COMPLAINTS CONCERNING TRS

June 1, 2005 - May 31, 2006

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VA Relay Center

Since 1991, AT&T has consistently provided a quality telecommunications relay service in the Commonwealth of Virginia. Our current contract expires January 31, 2007, and we are presently negotiating with AT&T for a one-year contract extension.

Receipt of Consumer Comments and Methodology

VA Relay consumers can provide comments on services through three basic avenues. Feedback is received directly by AT&T, directly by VDDHH, or indirectly through the VA Relay Advisory Council and the statewide VDDHH Outreach network.

AT&T receives consumer comments directly through:

- VA Relay Customer Care Desk, 1-866-246-9300 (TTY) 1-866-894-4116 (Voice)
- The In-House VA Relay Account Manager matthew.myrick@vddhh.virginia.gov
- Communication Assistants (CA) and their Supervisors
- AT&T Relay Customer Service Line 1-800-682-8786 (TTY) 1-800-682-8706 (Voice)
- AT&T National Relay Website www.att.com/relay
- Consumer Correspondence

VDDHH receives consumer comments directly through:

- VDDHH Toll-Free Customer Service Number 1-800-552-7917 (TTY/Voice)
- On-line Relay Consumer Input Form www.vddhh.org
- VA Relay Website, www.varelay.org
- VDDHH Customer Service E-mail Address frontdsk@vddhh.virginia.gov
- Public Meetings and Regional Consumer Forums
- Consumer Correspondence

VDDHH receives consumer comments indirectly through:

- The VA Relay Advisory Council whose members represent consumer organizations or specific types of relay users
- The VDDHH Statewide Outreach Network composed of staff and contractors who are knowledgeable of VA Relay, its operations and services.

All consumer feedback whether received directly or indirectly is recorded in AT&T's automated Commendation, Inquiry, and Complaint System, more commonly referred to as CICS. All comments are entered into the CICS database within twenty-four hours of receipt, whether received by AT&T or provided through VDDHH. AT&T is contractually required to forward VDDHH an electronic copy of each entry within the ensuing twenty-four hour period. The majority of CICS complaints are received at the VA Relay Customer Care Center where they are responded to and resolved by Center personnel. For complaints received directly by VDDHH, staff members provide the



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response to the consumer in many cases. A copy of the consumer's comments is electronically forwarded to AT&T for CICS entry and appropriate documentation and follow-up.

Any complaints directly related to CA performance are routed to a center Associate Manager who is required to meet with the individual CA within seventy-two hours of receipt of the complaint. Additional CA training is then scheduled if appropriate.

Complaints or inquiries related to technical or billing issues are not subject to a specific deadline since technical research or follow-up with other entities may be necessary. However, timely resolution of these items is still required and monitored by VDDHH. In addition, the Virginia State Corporation Commission (SCC) is available to assist VDDHH with billing issues related to phone companies under their jurisdiction.

Copies of all CICS entries are maintained by VDDHH and reconciled to the monthly CICS report summary provided by AT&T. VDDHH staff members immediately investigate any complaints not indicating resolution during the month in question. Since June of 2000, any CICS entry related to an alleged violation of FCC TRS standards or of more stringent Virginia contract requirements is identified and filed separately. This allows for a clear annual accounting of specific complaints related to FCC or state contract requirements. These complaints are also noted in the annual submission of our FCC Complaint Log. All CICS entries and monthly reports are retained by VDDHH for a minimum of five years.

Discussion of Consumer Complaints

For the current FCC reporting period, 589 customer contacts were received and reported through CICS. Of this number, only 15, or approximately 3% of total contacts were identified as complaints. Of these 15 complaints, only 2 were identified as alleged violations of the federal minimum standards, an improvement over the previous reporting period. A breakdown of the FCC reportable complaints appears below.

Alleged Violations of the Federal Minimum Standards

Transparency	1
Confidentiality	0
Verbatim Relay of Call by CA	0
In Call Replacement	1
Answer Speed (Waiting Time)	0
CA Typing Skills	0



Number of Days for Resolution of Federal Minimum Standards Complaints

	Same	1 day	2-5	6-10	11-20	21-45	46 –90
	Day		days	days	days	days	days
Transparency	1						
Confidentiality							
Verbatim							
In Call Replace				1			
Answer Speed							
CA Skills							

More information on each of the above reportable complaints is presented in the Annual Consumer Complaints Summary that begins on page 10 of this document.

The remaining 13 complaints were considered as personal call preferences, misunderstandings by the customer of relay protocols, or a perceived negative attitude or manner of the CA. Included were two complaints regarding billing rates, one of which for international relay calls. A majority of the complaints were addressed in a 24-hour period and required minimal follow-up by VDDHH.

CapTel™ Relay Services

After an extremely successful twenty one-month trial of the service, VA Relay began offering CapTel as an on-going part of VA Relay on April 1, 2004. While our contract for traditional relay services is with AT&T, Virginia established a separate contract for CapTel services and equipment with Sprint Relay. The CapTel call center is operated by Ultratec, Incorporated in Madison, Wisconsin. In accordance with FCC standards, CapTel services became 7-1-1 accessible in Virginia for hearing callers on August 1, 2004.

Virginia CapTel users can also provide comments on services through three basic avenues. Feedback is received directly by Sprint/Ultratec, directly by VDDHH, or indirectly through the VA Relay Advisory Council and the statewide VDDHH Outreach network.

Receipt of Consumer Comments and Methodology

Sprint/Ultratec receives CapTel user comments directly through:

- CapTel Customer Service Line 1-800-482-2424 (TTY) 1-877-243-2823 (Voice)
- CapTel Customer Service Email service@ultratec.com
- CapTel National Website www.captionedtelephone.com
- Virginia CapTel Account Manager RANDY.G.MURBACH@mail.sprint.com
- Consumer Correspondence



VDDHH receives CapTel user comments directly through:

- VDDHH Toll-Free Customer Service Number 1-800-552-7917 (TTY/Voice)
- On-line Relay Consumer Input Form www.vddhh.org
- VA Relay Website, www.varelay.org
- VDDHH Customer Service E-mail Address frontdsk@vddhh.virginia.gov
- VDDHH Public Meetings and Regional Consumer Forums
- Consumer Correspondence

VDDHH receives CapTel user comments indirectly through:

- The VA Relay Advisory Council whose members represent consumer organizations or specific types of relay users
- The VDDHH Statewide Outreach Network composed of staff and contractors who are knowledgeable of VA Relay, its operations and services.

In addition to these three basic avenues, VDDHH has worked out an agreement with AT&T that any CapTel user comments received at the Customer Care Desk at the VA Relay center will be accepted and immediately forwarded to VDDHH for follow-up.

All CapTel user comments are provided to VDDHH by Sprint on a monthly basis. Any complaint that is not resolved within the reporting period is then documented and investigated by VDDHH staff.

Discussion of CapTel Consumer Complaints

A total of 35 complaints were received on the enhanced Voice Carry Over service during the current reporting period, the same number as the previous reporting period. Again, the majority of the complaints were technical in nature. Five of the complaints were considered alleged violations of FCC standards, all of which were related to Typing Speed and Accuracy. Nine complaints on billing were also received and readily resolved. The most common technical complaint received involved the disconnecting of the line while the call was in progress. The majority of technical complaints were satisfactorily resolved by CapTel Customer Service Representatives. A breakdown of the FCC reportable complaints appears below.



Alleged Violations of the Federal Minimum Standards

Transparency	0
Confidentiality	0
Verbatim Relay of Call by CA	0
In Call Replacement	0
Answer Speed (Waiting Time)	0
Typing Speed	5

Number of Days for Resolution of Federal Minimum Standards Complaints

	Same Day	1 day	2-5 days	6-10 days	11-20 days	21-45 days	46 –90 days
Transparency							
Confidentiality							
Verbatim							
In Call Replace							
Answer Speed							
Typing Speed	4				1		

More information on each of the above reportable complaints is presented in the annual Virginia CapTel Customer Contact Talley that appears near the end of this document.

Internet Relay Fraud

Although internet relay fraud is not considered a reportable item by the FCC for purposes of this Log, the continued misuse of internet-initiated relay calls was the concern most often expressed to VDDHH and VA Relay staff during the past twelve months. As a result of these consumer concerns, 166 documented inquiries were received from Virginia citizens and businesses regarding internet relay fraud. Many of these inquiries were accompanied by requests to block all incoming relay calls. Although relay providers contend they have implemented sufficient controls to prevent these calls, from our perspective, the problem persists.

The reputation and effectiveness of all state relay programs are being increasingly damaged by the presence of fraudulent internet-initiated relay calls. A single associated article or comment in the media can negate months of positive education and outreach efforts by a state program. Unfortunately, states currently have no oversight role or other avenue to address this continuing issue with internet relay providers.

In a related matter, it is very difficult for a hearing relay user to appropriately file a complaint regarding internet relay calls in general. Although a relay operator number is



announced at the beginning of the call, there is currently no requirement for indication of which internet relay provider is handling that call. Even though the hearing relay user pursues a complaint at the state or federal level, without provider identification of the provider, follow-up and resolution are often incomplete and ineffective.

Carrier of Choice - Billing of VoIP Relay Calls

An emerging concern related to Carrier of Choice for relay users is the growing popularity of internet-based long distance providers. In many cases, these new providers offer low or no cost long distance services to their customers, including relay users. Unfortunately, billing agreements are not currently established with these new companies and relay providers may not be able to readily process an associated long distance call. As a result, relay callers with VoIP telecom service are finding that their selected long distance company cannot be used to bill a toll call. In order to complete the call, the relay caller is required to identify an alternate provider or accept the billing rate of the relay provider. In either case, the relay caller is subject to a separate monthly bill for a service that may be free under their existing long distance plan.

Although we are working with our current relay contractor to resolve this issue, part of the problem is that VoIP companies may not have an active Feature Group D (FGD) Carrier ID Code (CIC) on the Public Switch Network. This FGD CIC is necessary for a relay provider to select a long distance carrier for billing. There is also no obligation and little financial incentive for a VoIP provider to sign such a billing agreement. Because the service is internet-based, a state has little control or few enforcement strategies to ensure full compliance in this situation. We will continue to monitor this issue closely during the 2006-2007 reporting period.



VA Relay Annual Consumer Complaint Log Summary June 1, 2005 – May 31, 2006

June 2005

TTY June 2, 2005

The customer complained that VaRelay needed to improve on Spanish Relay call setup.

Category: Scope of Service

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer that management would follow

up accordingly.

Contact Closed: June 3, 2005

FCC: N/A

TTY June 18, 2005

The customer complained the CA had hung up on him/her.

Category: CA Hung up on me

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow

up accordingly.

Contact Closed: June 20, 2005

FCC: N/A

July 2005

No complaints received.

August 2005

TTY August 8, 2005

The customer complained the CA did not follow instructions.

Category: Attitude and Manner

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow

up accordingly.

Contact Closed: August 12, 2005

FCC: N/A

TTY August 12, 2005

The customer complained that the CA interrupted and typed before he/she gave the GA and then

disconnected the call.

Category: CA Hung up on me

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow

up accordingly.

Contact Closed: August 16, 2005

FCC: N/A

September 2005

TTY September 23, 2005

The customer complained the CA did not follow instructions.

Category: Attitude and Manner



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Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow

up accordingly.

Contact Closed: September 27, 2005

FCC: N/A

October 2005

TTY October 5, 2005

The customer complained the CA left the wrong message.

Category: Other (CA/OPR)

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow

up accordingly.

Contact Closed: October 6, 2005

FCC: N/A

TTY October 25, 2005

The customer complained the CA did not follow instructions.

Category: Other (CA/OPR)

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow

up accordingly.

Contact Closed: October 26, 2005

FCC: N/A

November 2005

TTY November 3, 2005

The customer complained the CA did not provide ID at the end of the call.

Category: Other (CA/OPR)

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow

up accordingly.

Contact Closed: November 4, 2005

FCC: N/A

TTY November 12, 2005

The customer complained the CA did not follow instructions.

Category: Attitude and Manner

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow

up accordingly.

Contact Closed: November 14, 2005

FCC: N/A

TTY November 15, 2005

The customer complained that he/she was having trouble placing a call with Verizon as the Carrier of

Choice.

Category: Billing Rate

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Advised the customer that there was a problem with the LEC and apologized for the

inconvenience.

Contact Closed: November 16, 2005



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FCC: N/A

Voice November 17, 2005

The customer complained the CA did not follow instructions.

Category: Attitude and Manner

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow

up accordingly.

Contact Closed: November 18, 2005

FCC: N/A

December 2005

No complaints received.

January 2006

No complaints received.

February 2006

TTY February 3, 2006

The customer complained that an International call must be billed AT&T.

Category: Billing Rate

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized to the customer and explained International billing requirements.

Contact Closed: February 3, 2006

FCC: N/A

TTY February 28, 2006

The customer complained the CA did not remain transparent.

Category: Other (CA/OPR)

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow

up accordingly.

Contact Closed: February 28, 2006

FCC: Transparency

March 2006

TTY March 26, 2006

The customer complained the CA did not comply with his/her request.

Category: Gender Accommodation

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow

up accordingly.

Contact Closed: April 3, 2006 FCC: In Call Replacement

April 2006

No complaints received.

May 2006



TTY May 9, 2006

The customer complained the CA did not follow instructions.

Category: Other (CA/OPR)

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow

up accordingly.

Contact Closed: May 11, 2006

FCC: N/A



Summary of VA Relay User Feedback

June 1, 2005 - May 31, 2006		,	
I. Commendations	Voice	TTY	Total
CA/OPR Related	90	76	166
Relay/OSD Related	2		2
Other			
Total Commendations	92	76	168
II. Complaints	Voice	TTY	Total
CA/OPR			
Attitude and Manner	1	4	5
Typing Skill/Speed			
English Grammar			
CA Hung up on me		2	2
Other (CA/OPR)		5	5
Equipment			· · · · · · · · · · · · · · · · · · ·
Disconnect			
Answer/Wait Time			
Garbled Words			
Other (Equip)			
Methods Related			
Miscellaneous		_	
Billing Rate		2	2
Scope of Service		1	1
Other (Misc)			
Total Complaints	1	14	15
III. Inquiries/Comments	Voice	TTY	Total
General Information	64	23	87
	7	2	9
Outreach/Marketing	23	1	24
Explain Relay TTY Purchase/Equipment Distribution Program	48	3	<u>24</u> 51
	10	5	15
LEC Service	15	9	
Billing/Rate			24
Computer Settings	1	3	4
Technical Related	8	18	26
Other (includes requests for blocking relay calls)	110	56	166
Total Inquiries/Comments	286	120	406
Grand Total	379	210	589



Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
01/18/06	Captions - dropped characters/garbled text	01/31/06	Provided customer with a software update. Customer has not yet accepted update sent to unit and has not replied to multiple attempts at follow-up.
02/01/06	Disconnect/Reconnect during calls	02/01/06	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent letter
02/09/06	Billing - General	02/10/06	Advised customer's son to contact their cell phone provider to let them know that the billing detail from the cell phone network that the captioning service receives is incorrect causing the cell phone call to CapTel user to be processed unsuccessfully.
02/14/06	Billing - General	02/14/06	Set up customer's preferred long distance company in system.
02/15/06	Billing - General	02/15/06	Set up customer's preferred long distance company in system.
02/15/06	Billing - General	02/16/06	Designated Carrier of Choice for long distance billing fo r customer and/or voice caller.
02/16/06	Billing - General	02/16/06	Set up consumer with their preferred carrier of choice.
02/17/06	Billing - General	02/17/06	Set up customer's preferred long distance company in system.
02/22/06	Billing - General	02/22/06	Set up Customer's preferred long distance company in system.
02/22/06	Billing - General	02/22/06	Set up customer's preferred long distance company in system.
02/27/06	Billing - General	02/27/06	Directed customer to contacting company that issued bill to question charges billed by carrier not designated for CapTel calls.
03/07/06	Disconnect/Reconnect during calls	03/07/06	Explained to customer cause of disconnect/reconnect and methods of troubleshooting.
03/11/06	Service - General	03/11/06	Complimented CapTel Customer Service: "Once again* CapTel Customer Service gets an A+++."

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
03/22/06	Accuracy of captions	03/22/06	Customer shared feedback regarding accuracy of captions and captioning speed. CSR apologized for incidence and thanked customer for the feedback. Customer was informed that the feedback would be shared with appropriate captioning service staff.
03/27/06	Technical - General	03/27/06	Tech support set up a short term solution for CapTel user's daughter while working with the cellular provider to remedy the cause.
04/20/06	Service - General	04/20/06	Inbound call technical problem reported at 11:32am on 4/20/06. The problem was resolved at 1:52pm by CapTel technical support.
04/20/06	Service - General	04/20/06	Inbound call technical problem reported at 11:32 AM on 4/30/06. The problem was resolved at 1:52 PM by CapTel technical support.
04/20/06	Service - General	04/20/06	Inbound call technical problem reported at 11:32 AM on 4/20/06. The problem was resolved at 1:52 PM by CapTel technical support.
05/11/06	Disconnect/Reconnect during calls	05/31/06	Explained the difference between a CapTel phone and a traditional phone* and possible causes of disconnections.
07/05/05	Disconnect/Reconnect during calls	07/05/05	Advised about phone company line checks* empathized and invited her and clients to call w/ any concerns or problems.
07/11/05	Inability for CapTel unit to reach data toll free #	07/11/05	Technical Support made adjustment to allow outbound dialing on CapTel phone to accomodate customer's unique phone set up.
08/09/05	Disconnect/Reconnect during calls	08/11/05	Have asked customer to record and report any additional occurences of this problem. Unable to determine cause of problem. Seems to be isolated to just a few calls on one day.

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
08/10/05	Disconnect/Reconnect during calls	08/10/05	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnect/reconnect might be occurring and sent suggestions to reduce their occurrence.
09/08/05	Accuracy of captions	09/08/05	Explained to customer how CapTel Service uses voice recognition. Advised customer how to document problematic captioning and forward information onto CapTel Customer Service for quality control.
09/22/05	Accuracy of captions	09/22/05	Customer shared feedback regarding accuracy of captions. CSR thanked customer for the feedback and informed customer that the feedback would be shared with appropriate captioning service staff.
10/25/05	Sound Quality - Static	10/25/05	Customer used their own old long handset cord on the CapTel phone which caused static. Replacing handset cord with new one improved the sound quality.
11/11/05	Voice user unable to connect to CapTel Service Number	11/11/05	Conducted test call to assess and confirm incoming captioned connection* and advised customer that problem appears to be with cellular phone connection.
11/15/05	Disconnect/Reconnect during calls	11/15/05	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.
11/16/05	Voice user unable to connect to CapTel Service Number	11/21/05	Caller will use alternative voice in service number.
12/09/05	Disconnect/Reconnect during calls	12/09/05	Apologized for incidence and provided customer with information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and provided tips to reduce their occurrence

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
12/13/05	Disconnect/Reconnect during calls	12/13/05	Apologized for incidence and sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.
12/13/05	Accuracy of captions	12/28/05	Customer shared feedback regarding accuracy of captions and captioning speed. CSR apologized for incidence and thanked customer for the feedback and informed customer that the feedback would be shared with appropriate captioning service staff.
12/19/05	Disconnect/Reconnect during calls	12/19/05	Apologized for incidence and sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.
12/27/05	Accuracy of captions	12/27/05	Customer shared feedback regarding accuracy of captions and captioning speed. CSR apologized for incidence and thanked customer for the feedback and informed customer that the feedback would be shared with appropriate captioning service staff.
12/27/05	Captions - stop in middle of call	12/27/05	Advised customer to contact telephone company to assess and possibly upgrade quality of phone line. Advised customer to keep a log of problematic calls to enable investigation by Technical Support staff.



Virginia CapTel - Customer Contact Tally June 2005 - May 2006



		June	July	Аид	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	PCT.
	SERVICE COMPLAINTS														
#00	Answer Wait Time									1				0	Q= -
#01	Dial Out Time								1					0	Q a a
#02	Didn't Follow Database Inst.							<u> </u>						0	0° 2
#03	Didn't Follow Cust. Instruct.													0 .	0°:
#04	Didn't Keep Customer Informed	J	,					†	1				 	0	0:.
#05	Agent Disconnected Caller								 	 				0	0=1
#06												 		0	G° s
#07	Typing Speed/Accuracy				2			2	†	1	1			5	45/1
#08	Poor Voice Tone							\vdash		 				0	0 ° a
#09	Everything Relayed								 	 		<u> </u>		0	0= 5
#10	HCO Procedures Not Followed	$\overline{}$							<u> </u>	 	 	<u> </u>		0	O=
#11	VCO Procedures Not Followed						1			 				0	0° a
#12	Two-Line VCO Procedure Not Followed													0	0=2
#13	Background Noise Not Typed									<u> </u>				0	Q# 3
#14	Feelings Not Described													0	0° a
#15	Recording Feature Not Used									 				0	0° :
#16	Noise in Center											<u> </u>		0	c ۳.
#17	Agent Was Rude											 		0	OF 3
#18								_						0	0° =
#19			1									<u> </u>		0	0° a
#20	Speech to Speech		<u> </u>									1		0	0೯ ಕ
#21	Other Problem Type Complaint						2				1	3		6	55° :
	TOTAL	0	0	0	2	0	2	2	0	0	2	3	0	11	
		<u> </u>	1							<u> </u>				<u> </u>	•
	TECHNICAL COMPLAINTS														
#22	Lost Branding					-								0	0° :
#23	Charged for Local Call									1				0	0°:
#24	Trouble Linking Up		1											1	4° c
#25	Line Disconnected		1	2			1	3		1	1		1	10	42° a
#26	Garbled Message					1			1					2	8° :
#27	Database Not Available													0	0° a
#28	Split Screen													0	0° :
#29	Other Technical Type Complaint							1			1	_		2	8°:
#33	Billing - General							-		9				9	38° ₀
	TOTAL	0	2	2	0	1	1	4	1	10	2	0	1	24	
	TOTAL CONTACT	0	2	2	2	1	3	6	1	10	4	3	1	35	ſ